

**Installation
Guide**

hp StorageWorks Business Copy EVA/MA/EMA Server v2.2

Product Version: 2.2

Fourth Edition(October 2003)

Part Number: T3032-96102

The HP StorageWorks “Business Copy (BC) for enterprise virtual array (EVA), modular array (MA), and enterprise modular array (EMA)” is the new name for the “Enterprise Volume Manager (EVM)” software.

This guide describes procedures for installing, reinstalling, updating, and removing the BC Server v2.2 software.



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Business Copy EVA/MA/EMA Server v2.2 Installation Guide

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about this guide

This installation guide supersedes previous Business Copy (BC) server installation guides, and provides information to help you:

- Understand (BC) server installation prerequisites
- Install, update, or reinstall BC Server v2.2 software on one of the following storage management appliances (SMAs):
 - Compaq SANworks Management Appliance
 - SANworks by Compaq Management Appliance II
 - HP OpenView Storage Management Appliance III

Note: The SMA is known as the HP OpenView Storage Management Appliance.

- Remove BC Server v2.2 software from the SMA
- Contact technical support for additional assistance

“About this Guide” topics include:

- [Overview](#), page 6
- [Conventions](#), page 8
- [Getting Help](#), page 10

Overview

This section covers the following topics:

- [Intended Audience](#)
- [Prerequisites](#)
- [Related Documentation](#)

Intended Audience

This guide is intended for customers and HP authorized service providers. In addition to being familiar with BC (previously known as EVM), readers should also be knowledgeable of BC-supported:

- SAN fabric configurations
- Host operating system environments
- Storage systems
- Multibus configurations

Prerequisites

Before installing or updating BC Server v2.2 software, consider the following items:

- Does the SMA contain HP OpenView Storage Management Appliance software v2.0 with service pack 1a (SP1a) or v2.1, and the minimum required element manager and device manager version?

For the minimum-required element manager and device manager version, refer to the *HP StorageWorks Business Copy EVA/MA/EMA v2.2 Network Administration Guide*¹ (T3032-96101) for details.

- Does the SMA require renaming or replacement? Refer to the BC Network Administration Guide for details.

Before installing BC Server v2.2 software, consider the following item:

- Does the SAN environment contain an SMA and at least one HSG- or HSV-based storage system?

1. Hereafter referred to as BC Network Administration Guide.

Before updating BC Server v2.2 software, consider the following items:

- Does the SMA contain a previous installation of EVM Server V2.0D, BC Server v2.1, or BC Server v2.1a?
Only these server software versions are supported, and one must be currently installed, to install the BC Server v2.2 update software.
- BC Server v2.2 only supports host computers that use BC Host Agent v2.2. After this BC server software is installed, all BC host agent computers in the previous BC network must be updated to BC Host Agent v2.2. Refer to the OS-specific BC host agent installation guide for details.

Related Documentation

In addition to this guide, HP provides the following corresponding information:

- *HP StorageWorks Business Copy EVA/MA/EMA v2.2 Read Me First* (T3032-99101) as an informational starting point
- *HP StorageWorks Business Copy EVA/MA/EMA v2.2 Update Read Me First*² (AA-RQ70G-TE) as an informational starting point
- BC Network Administration Guide, primarily as an informational reference guide
- *HP StorageWorks Business Copy EVA/MA/EMA Server v2.2 Release Notes*³ (T3032-98101)
- BC online Help & User Guide, as part of the BC server software, and on the BC documentation CD-ROM

2. Hereafter referred to as BC Read Me First.
3. Hereafter referred to as BC Server Release Notes.

Conventions

Conventions consist of the following:

- [Document Conventions](#)
- [Text Symbols](#)

Document Conventions

The document conventions included in [Table 1](#) apply in most cases.

Table 1: Document Conventions

Element	Convention
Cross-reference links	Blue text: Figure 1
Key and field names, menu items, buttons, and dialog box titles	Bold
File names, application names, and text emphasis	<i>Italics</i>
User input, command and directory names, and system responses (output and messages)	Monospace font COMMAND NAMES are uppercase monospace font unless they are case sensitive
Variables	< <i>monospace, italic font</i> >
Website addresses	Blue, underlined sans serif font text: http://www.hp.com

Text Symbols

The following symbols may be found in the text of this guide. They have the following meanings:



WARNING: Text set off in this manner indicates that failure to follow directions in the warning could result in bodily harm or death.



Caution: Text set off in this manner indicates that failure to follow directions could result in damage to equipment or data.

Note: Text set off in this manner presents commentary, sidelights, or interesting points of information.

Getting Help

If you still have a question after reading this guide, contact an HP authorized service provider or access our website: <http://www.hp.com>.

HP Technical Support

Telephone numbers for worldwide technical support are listed on the following HP website: <http://www.hp.com/support/>. From this website, select the country of origin.

Note: For continuous quality improvement, calls may be recorded or monitored.

Be sure to have the following information available before calling:

- Technical support registration number (if applicable)
- Product serial numbers
- Product model names and numbers
- Applicable error messages
- Operating system type and revision level
- Detailed, specific questions

HP Storage Website

The HP website has the latest information on this product, as well as the latest drivers. Access storage at: <http://www.hp.com/country/us/eng/prodserv/storage.html>. From this website, select the appropriate product or solution.

To submit comments regarding BC, send an email to BCFeedback@hp.com.

HP Authorized Reseller

For the name of your nearest HP authorized reseller:

- In the United States, call 1-800-345-1518
- In Canada, call 1-800-263-5868
- Elsewhere, see the HP website for locations and telephone numbers:
<http://www.hp.com>.

1

Installation Preparation

This chapter provides preparation information for installing or updating the BC v2.2 software.

New installation:

- [Coordinating Business Copy Installation Activities](#), page 12

Update installation:

- [Downloading and Readyng the Update](#), page 13
- [Pre-positioning Product Software for Installation on an SMA](#), page 14
- [Coordinating Business Copy Update Activities](#), page 17
- [Saving the BC Network Configuration and Jobs](#), page 18

Coordinating Business Copy Installation Activities

BC server and BC host agents can be interdependent. Refer to the BC Read Me First for each product to verify the version requirements and compatibility.

To coordinate BC installation activities, ensure that:

- BC server installation activities have been coordinated with users
- The version of the BC server being installed is compatible with the BC host agents that are planned for this BC network
- The BC server is installed before any BC host agents in the BC network

Creating an SWP File CD-ROM and Positioning the CD

Use the following procedure to create a CD-ROM that contains an executable file or SWP file for installing product software on the SMA:

1. Copy the installation file (*BC_22_Server_update.swp*) to the root level of the CD-ROM.
2. Place the CD-ROM in the SMA CD-ROM drive.

The CD-ROM is now ready and prepositioned for installation.

Note: The CD-ROM can be used during a local disk installation and for archival purposes.

When ready, go to “[Installing The Business Copy Server](#)” on page 19 to start installing the BC server software.

Downloading and Readyng the Update

The BC server update is only available by download from the Business Copy product page website.

1. Visit <http://h18000.www1.hp.com/products/storage/software/bizcopyeva/index.html>.
2. Click **software and drivers**.
3. Under **Available Software & Drivers**, click the **business copy EVA & business copy upgrade UI EVA/MA/EMA v2.2** link to access the update download page.
4. Refer to the BC Read Me First to download the update file and ready the update.

Readyng the update includes:

1. Extracting update files, and then
2. Making CD-ROMs (optional but recommended)

When ready, go to the next section.

Pre-positioning Product Software for Installation on an SMA

The following information is required to complete the procedures in this section:

- Product name — Business Copy Server v2.2 Update
- Network package file name (SWP) — *BC_22_Server_update.swp*

Note: The average time to install this product is approximately 5 minutes.

This section describes:

- How to create a CD-ROM for installing the product software on the SMA using an executable file or SWP file.
- How to prepare an FTP server for use in installing product software on the SMA. The procedure involves establishing a folder structure and copying the SWP file into the desired location.
- Where to place a copy of the SWP file on the SMA.

Creating an SWP File CD-ROM and Positioning the CD

Use the following procedure to create a CD-ROM that contains an executable file or SWP file for installing the product software on the SMA:

1. Copy the installation file (*BC_22_Server_update.swp*) to the root level of the CD-ROM.
2. Place the CD-ROM in the SMA CD-ROM drive.

The CD-ROM is now ready and prepositioned for installation.

Note: The CD-ROM can be used during a local disk installation and for archival purposes.

Preparing the FTP Server

Use the following procedure to prepare an FTP server for installing the product software on the SMA:

1. Make sure the FTP server allows anonymous access.

If the FTP server does not accept anonymous access, contact your system administrator to obtain a username and password for this FTP server. This information will be required during the SMA product software installation procedure.

2. Create a download folder on the FTP server to temporarily hold the download SWP file.
3. Copy the *BC_22_Server_update.swp* file to the download folder created in [step 2](#).

The FTP server is now ready and the product software is positioned for installation.

When ready, go to the next section.

Preparing the SMA

Use the following procedure to prepare the SMA for installing product software on this appliance:

1. Copy the *BC_22_Server_update.swp* file to a network share accessible from the SMA.
2. Open a Microsoft® Terminal Services session to connect and log in to the SMA.

Note: If Terminal Services is not available, temporarily connect a monitor, mouse, and keyboard to the SMA to complete this procedure.

3. From the SMA, connect to the network share that contains the *BC_22_Server_update.swp* file.

4. Copy the *BC_22_Server_update.swp* file to one of the following SMA directories:
 - If SMA software v2.0 SP1a is installed, use C:\COMPAQ\SWPInstallKits.
 - If SMA software v2.1 is installed, use C:\swpinstallkits.The product software is now positioned and ready for installation.
5. Disconnect from the share drive.
6. Log out of the Terminal Services session or disconnect the monitor, mouse, and keyboard.

When ready, go to the next section.

Coordinating Business Copy Update Activities

BC server and BC host agent updates can be interdependent. Refer to the BC Read Me First for each update product to verify the version requirements and compatibility.



Caution: If not properly planned and coordinated, updating the BC server can result in reduced operational capabilities and failure of BC jobs.

Ensure that:

- BC server installation activities have been coordinated with users
- The version of the BC server being installed is compatible with the BC host agents that are planned for this BC network
- The BC server is installed before any BC host agents in the BC network
- No BC jobs are running or “undoing” or are scheduled to run or “undo” during the update installation (update only)

When ready, go to the next section.

Saving the BC Network Configuration and Jobs

Before starting the update, verify the installed BC server version and save the network configuration and jobs. The BC procedure for this task is also provided in the BC Network Administration Guide.

To save the network configuration and jobs, complete the following procedure.

Note: This procedure only applies to an SMA running SMA software v2.0 with SP1a.

1. Browse to the SMA and log in, using the BC Network Administration Guide that came with the software.
2. Click **Tools**.
3. Click **business copy**, as appropriate.
4. Click the **Configuration** tab.

The Configuration page displays, with the **Save/Reload** tab chosen.

5. Choose a host from the drop-down list on which to save the network configuration and jobs.
6. Click **Save**.

When ready, go to “[Installing The Business Copy Server](#)” on page 19 to start installing the BC server software.

Installing The Business Copy Server

2

This chapter assumes that “[Installation Preparation](#)” starting on page 11 has been read and all steps successfully completed. The topics covered in this chapter include:

- [Starting the Business Copy Server Installation](#), page 20
- [Completing the Business Copy Server Installation](#), page 25

Starting the Business Copy Server Installation

This section describes how to install HP storage management applications on the SMA. One or more of the following may be required to complete this procedure:

- Product name — Business Copy Server v2.2 or Business Copy Server v2.2 Update
- Product CD-ROM
- FTP server name and path, if using the Network or FTP server installation method (update only)
- Network package file name (SWP), if using the FTP server or Appliance installation method — *BC_22_Server_update.swp* (update only)

Install the BC server software using the following procedure:

1. Close all browser windows, Microsoft Management Console (MMC) sessions, Terminal Services sessions, and JavaTM applets that are open to and on the SMA.
2. From a client computer, launch a Web browser and browse to the SMA, using the following format:

`http://<MyAppliance_name>`

Note: The default appliance name for an SMA (hardware version 1.0) begins with *swma* and includes the last 6 characters of the appliance serial number.

If the SMA software was restored using the Quick Restore CD v2.0, the default appliance name begins with *sma* and includes all 12 characters of the appliance serial number.

The default appliance name for an SMA II begins with *sma* and includes all 12 characters of the appliance serial number.

The default appliance name for an SMA III begins with *sma* and includes all 10 characters of the appliance serial number.

If an SMA III was restored using the Quick Restore CD v3.0, the default appliance name begins with *sma* and includes all 10 characters of the appliance serial number.

3. Log in to the SMA.

If necessary, refer to the BC Network Administration Guide.

4. Click **Settings**.

5. Click **Maintenance**.

6. Click the **Install Software** option.

An Installation Wizard page displays.

Note: If reinstalling or updating the BC server application, make sure the application is not running before proceeding. Click the **Manage Tools** link and stop the application service, if necessary.

7. Click **Next** at the bottom of the page.
8. Determine the installation method to use from the following list and continue in the appropriate section below.

Note: Only the options presented in this procedure are supported for this product release.

- **CD-ROM**, continue on page 21

Use this option only for HP storage management products that are shipped on a CD-ROM.

- **FTP server**, continue on page 22

Only use this option if an SWP file has been saved to an FTP server.

- **Local Disk on the Storage Management Appliance**, continue on page 22

Use this option to install an SWP file from the SMA hard disk installation kits directory.

CD-ROM

- a. Select **CD-ROM Drive on the Storage Management Appliance**.
- b. Click **Next** at the bottom of the page.
- c. When prompted, insert the BC Server CD-ROM in the SMA CD drive, if not previously positioned.
- d. Click **Next** at the bottom of the page.

Continue with [step 9](#).

FTP server

- a. Choose **FTP Server**.
- b. Click **Next** at the bottom of the page.
- c. Type, or accept, the following information to establish an FTP network connection with the SMA.

Note: All entries are case-sensitive.

- For **FTP server name**, type the fully-qualified domain name of the FTP server on which the *BC_22_Server_update.swp* file is located (or enter the IP address of the server).
- For **Full File Path**, type the default path of the download folder and the *BC_22_Server_update.swp* file name in the text box.

For example: /<download_folder_path>/
BC_22_Server_update.swp

- For **User name**, accept the default of anonymous.

If the FTP server does not accept anonymous access, a username and password must be included. Type the username and password in the respective fields.

- d. Click **Next** at the bottom of the page.
 - e. Choose **BC 22 Server Update** from the drop-down list.
- Continue with [step 9](#).

Local Disk on the Storage Management Appliance

- a. Choose **Local Disk on the Storage Management Appliance**.
- b. Click **Next** at the bottom of the page.
- c. Choose **BC 22 Server Update** from the drop-down list.

Note: If the BC 22 Server Update SWP name does not display in the drop-down list, verify that the *BC_22_Server_update.swp* file is located in one of the following directories:

- If SMA software v2.0 SP1a is installed, use C:\COMPAQ\SWPInstallKits.
 - If SMA software v2.1 is installed, use C:\swpinstallkits.
 - If using the CD-ROM created during “[Creating an SWP File CD-ROM and Positioning the CD](#)” on page 14, use d:/.
-

Continue with [step 9](#).

9. Click **Next** to initiate the installation.

The display states:

Installation is in progress.

Time to completion depends on the size of the application and the network connection speed. After approximately 2 to 3 minutes, the display states:

Installation is complete.

StorageWorks Business Copy - Installation Complete.

Note: In some cases, the display may indicate Rebooting this Appliance.

If an installation fails for any reason, the SMA does not permit a subsequent installation attempt for 1 hour following the failed attempt. Beginning an installation attempt during this 1-hour period displays an error message.

Also, if the installation returns with an Installation Aborted error message that states ...files did not self-register or unregister, the most likely cause is that a BC file may be locked on this SMA. To clear this error:

1. Navigate to **Settings > Manage Tools**.
 2. Manually stop the BC processes.
 3. Repeat the BC server installation.
-

10. Click **Finish**.

11. Verify that a **business copy** entry exists on the **Tools** page.

Does an entry exist?

- Yes. Stop, the installation is complete.
- No. Return to [step 4](#) on page 20 to repeat the installation or refer to the BC Network Administration Guide for resolving issues.

Completing the Business Copy Server Installation

Now that the software has been installed and the BC server has been automatically started, complete the BC server installation using the following procedure:

1. Close all open BC browser sessions.

Closing and restarting the browser allows the new Java version installation requirement to be recognized.

2. From a client computer, launch a Web browser and browse to the SMA, using the following format:

`http://<MyAppliance_name>`

3. Log in to the SMA.

If necessary, refer to the BC Network Administration Guide.

4. Click **Settings**.

5. Click **Manage Tools**.

Verify that the Business Copy row displays the correct version number (2.20).

6. Click **Tools**.

7. Click **business copy**.

The BC Jobs page displays.

8. If necessary, install the required Java plug-in on the browsing computer.

Refer to the BC Network Administration Guide for Java plug-in installation details.

9. Verify the operation of the BC graphical user interface (GUI).

10. Click **Resources**.

11. Review the Resources page to verify that available resources are visible.

Note: The Resources page takes awhile to update, especially in large configurations. If available resources are not visible within 30 minutes, refer to the BC Network Administration Guide for troubleshooting information.

12. Review new features, changes, and added help topics in the BC online Help & User Guide, as desired.
13. To add BC host agents to this BC network, or update existing BC host agents, refer to the appropriate BC host agent installation guides.

3

Reinstalling the Business Copy Server

This chapter describes how to reinstall the BC server. There are three types of BC server reinstallation:

- Complete—reinstalls only the Business Copy Server v2.2 software. This type of reinstallation may be necessary due to an SMA failure or to file corruption.
- Partial—reinstalls the BC server update only. This type of reinstallation may be necessary if the initial installation of the update software was not successful.
- Previous Version—reinstalls the initial EVM server or BC server kit and then the BC server update. This type of reinstallation may be necessary due to an SMA failure or to file corruption.

Major topics in this chapter include:

- [Complete: Reinstalling the Business Copy Server v2.2](#), page 28
- [Partial: Reinstalling the Business Copy Server v2.2 Update](#), page 29
- [Previous Version: Reinstalling a Previous Business Copy Server](#), page 30

Complete: Reinstalling the Business Copy Server v2.2

A complete reinstallation installs only the Business Copy Server v2.2 software. To complete this procedure, the BC server software CD-ROM that came in the BC v2.2 kit is required.

1. Coordinate the BC server, using the instructions in “[Coordinating Business Copy Installation Activities](#)” on page 12.
2. Install the BC server, using the instructions in “[Starting the Business Copy Server Installation](#)” on page 20.
3. Verify the correct operation of the BC server (see “[Completing the Business Copy Server Installation](#)” on page 25).

Partial: Reinstalling the Business Copy Server v2.2 Update

A partial reinstallation installs the BC server update only. As noted in “[Downloading and Readyng the Update](#)” on page 13, BC server updates are only available from the Business Copy download page website.

1. If necessary, download and ready the BC server update by referring to instructions in the BC Read Me First.
2. Pre-position the BC server update, using the instructions in “[Pre-positioning Product Software for Installation on an SMA](#)” on page 14.
3. Coordinate the BC server update, using the instructions in “[Coordinating Business Copy Update Activities](#)” on page 17.
4. Install the BC server update, using the instructions in “[Starting the Business Copy Server Installation](#)” on page 20.
5. Verify the correct operation of the updated BC server (see “[Completing the Business Copy Server Installation](#)” on page 25).
6. Install new BC host agents or update existing host agents, if applicable.
7. Verify the correct operation of the BC network.
 - a. Complete “[Saving the BC Network Configuration and Jobs](#)” on page 18.
 - b. Click the **Resources** tab.
 - c. Click **Refresh All Subsystems**.
A confirmation pop-up displays.
 - d. Click **Yes** to initiate the refresh.

Note: The Resources page takes awhile to update, especially in large configurations. If available resources are not visible within 30 minutes, refer to the BC Network Administration Guide for troubleshooting information.

- e. Confirm that all installed BC host agents and StorageWorks storage systems for this BC network are visible.

Previous Version: Reinstalling a Previous Business Copy Server

A previous version reinstallation reinstalls the initial EVM server or BC server kit and then the BC server update. To complete this procedure, the EVM server software CD-ROM that came in the EVM V2.0 or EVM V2.0D kit, or the BC server software CD-ROM that came in the BC v2.1 or BC v2.1a kit is required. Using the CD-ROM, an initial installation must occur on the SMA before the BC server v2.2 update can be applied.

Note: BC v2.2 requires a minimum installation of BC Server v2.1 or v2.1a before the BC Server v2.2 update can be initiated.

Reinstalling the Initial EVM:

1. Coordinate the BC server reinstallation, using the instructions in “[Coordinating Business Copy Update Activities](#)” on page 17.
2. Install the full EVM software on the SMA.

Use the CD-ROM from the EVM software kit and follow the instructions in the documentation that came with the kit.

3. Update this EVM server version to EVM Server V2.0D.

Note: If necessary, obtain EVM Server V2.0D update software from the EVM download page website
(<http://h18006.www1.hp.com/products/sanworks/softwaredrivers/evm/index.html>)

4. Update this EVM server version to BC Server v2.1 or 2.1a.

Note: If necessary, obtain BC Server v2.1 or v2.1a update software from the BC download page website
(<http://h18006.www1.hp.com/products/storage/software/softwaredrivers/bizcopyeva/index.html>)

5. Continue with [step 4](#) of “[Partial: Reinstalling the Business Copy Server v2.2 Update](#)” on page 29.

Reinstalling the BC server:

1. Coordinate the BC server reinstallation, using the instructions in “[Coordinating Business Copy Update Activities](#)” on page 17.
2. Install the full BC server software on the SMA.
Use the CD-ROM from the BC software kit and follow the instructions in the documentation that came with the kit.
3. Continue with [step 4](#) of “[Partial: Reinstalling the Business Copy Server v2.2 Update](#)” on page 29.

4

Installing a Previous Version of Business Copy Server

This chapter describes how to perform an installation of a previous version of BC server software to attain the current update version.

A previous version installation consists of a full installation, plus an update, and is required only when installing the BC server for the first time on a given SMA. A previous version of EVM or BC server software installation is only available by using the EVM V2.0, EVM V2.0D, BC v2.1, or BC v2.1a kit CD-ROM.

Note: BC v2.2 requires a minimum installation of BC Server v2.1 or v2.1a before the BC Server v2.2 update can be initiated.

1. Complete a previous version EVM or BC server installation, using the one of the following procedures.
 - **Reinstall the Initial EVM**, page 33
Use this option only if using the EVM V2.0, EVM V2.0D kit CD-ROM.
 - **Reinstall the BC server**, page 34
Use this option only if using the BC v2.1, or BC v2.1a kit CD-ROM.

Reinstall the Initial EVM

- a. Install the full EVM software on the SMA.
Use the CD-ROM from the EVM software kit and follow the instructions in the documentation that came with the kit.
- b. Update this EVM server version to EVM Server V2.0D.

Note: If necessary, obtain EVM Server V2.0D update software from the EVM download page website
(<http://h18006.www1.hp.com/products/sanworks/softwaredrivers/evm/index.html>)

- c. Update the EVM server V2.0D to BC Server v2.1 or 2.1a.

Note: If necessary, obtain BC Server v2.1 or v2.1a update software from the BC download page website (<http://h18006.www1.hp.com/products/storage/software/softwaredrivers/bizcopyeva/index.html>)

- d. Continue with [step 2](#).

Reinstall the BC server

- a. Install the full BC server software on the SMA.

Use the CD-ROM from the BC software kit and follow the instructions in the documentation that came with the kit.

- b. Continue with [step 2](#).

2. If necessary, download and ready the BC server update by referring to instructions in the BC Read Me First.

Note: As noted in “[Downloading and Readyng the Update](#)” on page 13, the BC Server v2.2 update is only available from the Business Copy download page website (<http://h18000.www1.hp.com/products/storage/software/bizcopyeva/index.html>).

3. Pre-position the BC server update, using the instructions in “[Pre-positioning Product Software for Installation on an SMA](#)” on page 14.
4. Coordinate the BC server update, using the instructions in “[Coordinating Business Copy Update Activities](#)” on page 17.
5. Install the BC server update, using the instructions in “[Starting the Business Copy Server Installation](#)” on page 20.
6. Verify the correct operation of the updated BC server (see “[Completing the Business Copy Server Installation](#)” on page 25).
7. Install new BC host agents or update existing EVM host agents, if applicable.

8. Verify the correct operation of the BC network.
 - a. Complete “Saving the BC Network Configuration and Jobs” on page 18.
 - b. Click **Refresh All Subsystems**.
A confirmation pop-up displays.
 - c. Click **Yes** to initiate the refresh.

Note: The Resources page takes awhile to update, especially in large configurations. If available resources are not visible within 30 minutes, refer to the BC Network Administration Guide for troubleshooting information.

- d. Confirm that all installed BC host agents and StorageWorks storage systems for this BC network are visible.

5

Uninstalling the BC Server Software

This chapter describes how to uninstall software from the SMA. The application name (BC 22 Server or BC 22 Server Update) is required to complete this procedure.



Caution: If the BC server software is being removed from the SMA in preparation to rename the SMA, make sure to perform a BC configuration backup using the BC Configuration Save/Reload feature.

Removing BC without completing a backup of the BC configuration beforehand might cause a loss of BC data, if the last backup is out of date with the current BC configuration.

Refer to the BC Network Administration Guide for BC Configuration Save/Reload information.

To remove this software, use the following procedure:

1. Close all browser windows, MMC sessions, Terminal Services sessions, and Java applets that are open to and on the desired SMA.

Note: Closing these items ensures that no remnant files are left in cache memory following the BC server removal. Failure to perform this action might interfere with the software removal.

2. From a client computer, launch a Web browser and browse to the SMA, using the following format:

`http://<appliance_name>`

Note: The default appliance name for an SMA (hardware version 1.0) begins with *swma* and includes the last 6 characters of the appliance serial number.

If the SMA software was restored using the Quick Restore CD, version 2.0, the default appliance name begins with *sma* and includes all 12 characters of the appliance serial number.

The default appliance name for an SMA II begins with *sma* and includes all 12 characters of the appliance serial number.

If an SMA III was restored using the Quick Restore CD, version 3.0, the default appliance name begins with *sma* and includes all 10 characters of the appliance serial number.

The default appliance name for an SMA III begins with *sma* and includes all 10 characters of the appliance serial number.

3. Log in to the SMA.

If necessary, refer to the BC Network Administration Guide.

4. Click **Settings**.
5. Click **Maintenance**.
6. Click the **Remove Software** option.

A Remove Application page displays (see [Figure 1](#)).

Remove Application

Select an application from the list to REMOVE

Search: Application Name ▼		
Application Name	Version Number	Tasks
BC 22 Server		<input type="button" value="Remove..."/>

Figure 1: Remove Application sample display

7. Select the application name of the software to remove.
8. Click **Remove**.

A remove application confirmation question displays.



Caution: Clicking **OK** in [step 9](#) initiates the removal of BC server software from the SMA.

9. Click **OK** to remove the selected application; click **Cancel** to redisplay [Figure 1](#) on page 38 and continue with [step 7](#).

The display states:

Application has been removed.
See below for details (if any).

StorageWorks Business Copy - Uninstallation
Complete.

10. Verify that the **business copy** entry previously displayed on the **Tools** page has been removed.

glossary

This glossary defines terms used in this guide or related to this product and is not a comprehensive glossary of computer terms.

Agent

In a client/server system, a program that performs information gathering or processing tasks on behalf of a client or server. Agents often communicate with other agents to perform a collective task on behalf of the user.

StorageWorks agents run on storage system host computers and can be accessed by StorageWorks clients to control and manage the storage system.

BC Network

A network that consists of BC-enabled computers that are connected to a common LAN and to a BC-compatible StorageWorks storage system.

Device Manager or Element Manager

A Web-based storage environment manager that enables users to configure and monitor StorageWorks controllers. The device manager or element manager resides on the SMA.

Host

In StorageWorks storage system environments, the controlling computer to which a storage system is attached.

Instance

The presence of a program or set of related programs in a computer or storage system. In a BC network, only one BC server instance is allowed (loaded on the SMA), but many BC host agent instances are allowed (one instance per host operating system computer).

Node

A generic term for an addressable unit, such as a computer or peripheral device attached to a network. In BC, a BC-enabled computer that is connected to the BC network.

OpenView

An HP line of software products that provides storage management solutions, data protection and recovery, automatic performance tuning, storage virtualization, and other features for multivendor storage environments.

SAN

Storage Area Network. A dedicated, high-speed subnetwork of storage devices that are available to servers on a LAN or WAN. As storage devices are added to the SAN, they become accessible to the servers in the larger network.

SANworks

A Compaq line of software products that provides storage management solutions, data protection and recovery, automatic performance tuning, storage virtualization, and other features for multivendor storage environments.

See also [OpenView](#).

Server

A computer or program that provides a service to other computers in a client (host agent)/server system. Servers often run continuously, waiting for requests from clients.

SMA

See [Storage Management Appliance](#) and [Storage Management Appliance Software](#).

Storage Management Appliance

A host-independent server product designed to connect directly to the SAN fabric. The SMA and SMA software provide a centralized point for managing and monitoring SAN elements, including HP switches and storage arrays.

See also [Storage Management Appliance Software](#).

Storage Management Appliance Software

SMA software installed on SMA hardware that provides a GUI for accessing the monitored SAN environment. This software also provides a launch site for a variety of value-added applications and provides navigation links to directly manage storage components on the SAN.

Storage System

From the perspective of a host, each addressable StorageWorks controller (or controller pair) and their attached physical disks.

StorageWorks

An HP line of hardware storage solutions for multivendor server environments.

TCP/IP

Transmission Control Protocol/Internet Protocol. A suite of communications protocols used to connect host computers to the Internet.

Undo (BC Job)

A special job file that is automatically created by BC for “undoing” steps that have been completed in a user-created job. For example, the job named *undo_stor1_backup_daily_sales* could be run after a tape backup was completed. The undo could unmount the BCV units and return their disks to the pool of free storage resources.

Unit

In StorageWorks storage systems, a logical volume identifier that the controller uses when a container is mounted on a host computer. For example, the unit identifier *D1* could represent a RAID 0+1 striped mirror set that is mounted on a host computer. StorageWorks disk units begin with the letter “D” and tape units begin with the letter “T.”

Volume

A generic term for a storage unit, such as a hard disk, floppy disk, disk cartridge, CD-ROM, or tape cartridge.

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